

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

### Alcohol and Drug Abuse Services

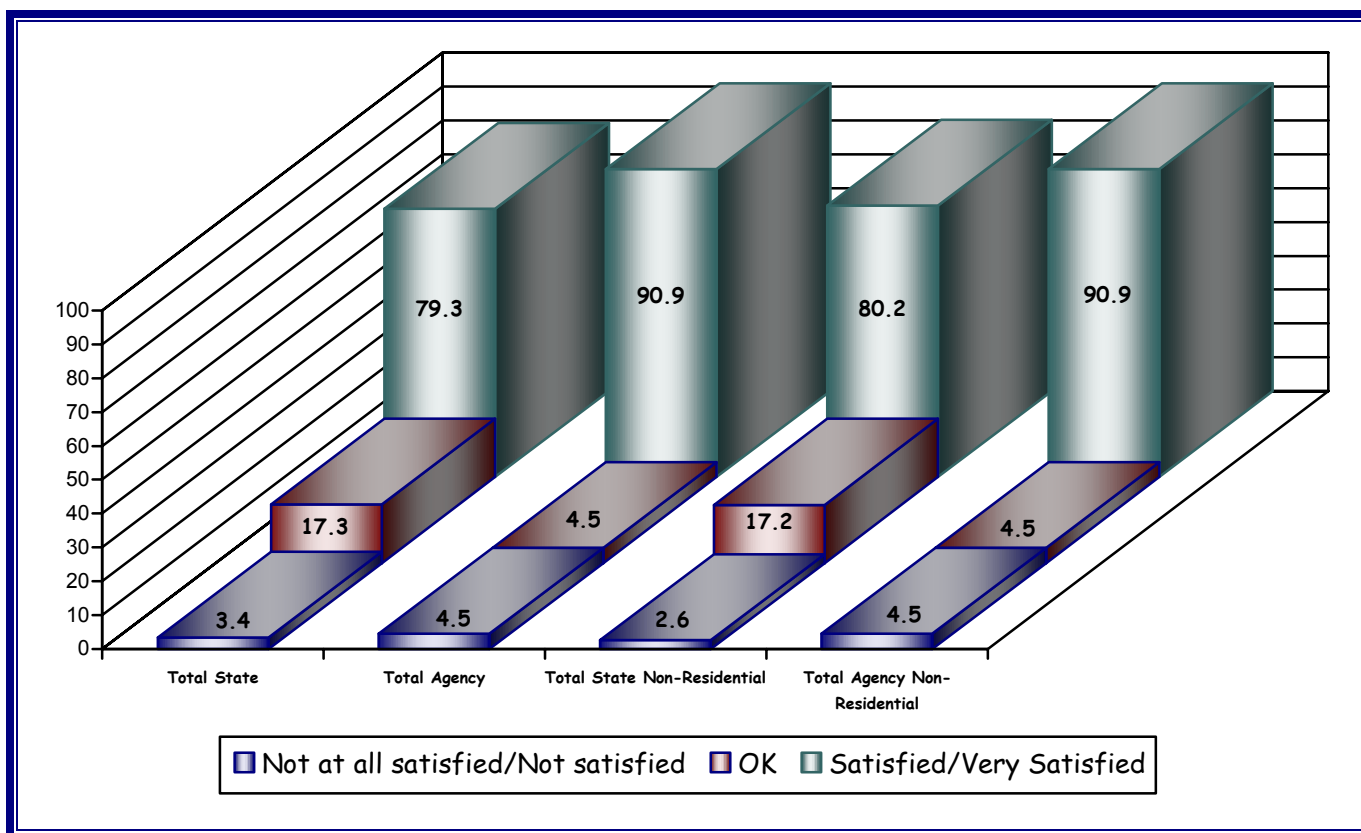
**Agency:** Preferred Family Healthcare, Inc.

**Data:** Total Macon Facility

## Demographics: Total Macon

		Agency Survey Returns	
		Total Consumers Total Agency	Total Consumers Non-Residential
SEX	Male	54.5%	54.5%
	Female	45.5%	45.5%
RACE	White	95.5%	95.5%
	Black	4.5%	4.5%
	Hispanic	0%	0%
	Native American	0%	0%
	Pacific Islander	0%	0%
	Other	0%	0%
MEAN AGE		31.09	31.09
	0-17	4.5%	4.5%
	18-49	90.9%	90.9%
	50+	4.5%	4.5%

## Overall Satisfaction with Services: Total Macon

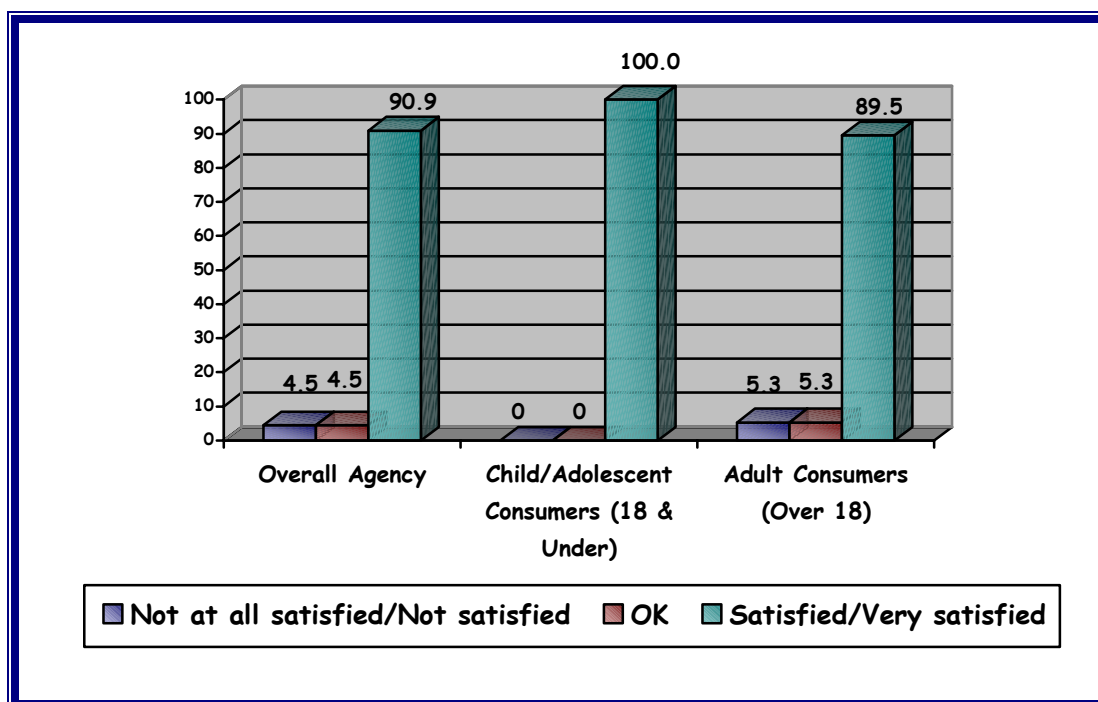


*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 79.3% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated it as "satisfied" or "very satisfied" was higher than the state average (90.9% for this agency versus 79.3% for the state).

## Overall Satisfaction with Services Comparison of Adults & Children: Total Macon



	Total Agency Consumers (a)	Child/Adolescent Consumers 18 & Under	Adult Consumers Over 18
Not at all satisfied/Not satisfied	4.5% (1)	- (0)	5.3% (1)
OK	4.5% (1)	- (0)	5.3% (1)
Satisfied/Very satisfied	90.9% (20)	100.0% (3)	89.5% (17)
Overall Mean Rating of Satisfaction with Services	4.41 (22)	4.67 (3)	4.37 (19)

(a) All consumers did not specify their age. Therefore the number of child/adolescent and adult consumers does not add to the total agency consumer number.

### The key finding was:

- For both the percent of consumers satisfied with services and the mean satisfaction with services ratings, the child/adolescent consumers were more satisfied than the adult consumers. It should be noted, however, that only three child/adolescent surveys were returned.

## Satisfaction with Services: Total Macon

How satisfied are you . . .	Total Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency
with the staff who serve you?	4.22 (1915)	4.59 (22)	4.24 (1369)	4.59 (22)
with how much your staff know about how to get things done?	4.08 (1911)	4.45 (22)	4.11 (1366)	4.45 (22)
with how staff keep things about you and your life confidential?	4.21 (1919)	4.55 (22)	4.21 (1371)	4.55 (22)
that your treatment plan has what you want in it?	4.11 (1907)	4.27 (22)	4.12 (1365)	4.27 (22)
that your treatment plan is being followed by those who assist you?	4.16 (1898)	4.27 (22)	4.14 (1355)	4.27 (22)
that the agency staff respect your ethnic and cultural background?	4.29 (1876)	4.40 (20)	4.29 (1346)	4.40 (20)
with the services that you receive?	4.20 (1915)	4.41 (22)	4.23 (1369)	4.41 (22)
that services are provided in a timely manner?	4.08 (1373)	4.09 (22)	4.08 (1373)	4.09 (22)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.				

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. All ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency ranged from 4.09 to 4.59. The highest rated item was with the staff who served the consumer (mean of 4.59) and the lowest rated item was with services being provided in a timely manner (mean of 4.09).

## Satisfaction with Quality of Life: Total Macon

	Total Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency
How satisfied are you . . .				
with how you spend your day?	3.69 (1904)	3.86 (21)	3.74 (1360)	3.86 (21)
with where you live?	3.77 (1885)	3.76 (21)	3.77 (1344)	3.76 (21)
with the amount of choices you have in your life?	3.63 (1917)	3.68 (22)	3.62 (1373)	3.68 (22)
with the opportunities/ chances you have to make friends?	3.82 (1907)	3.82 (22)	3.76 (1363)	3.82 (22)
with your general health care?	3.80 (1872)	4.00 (22)	3.80 (1339)	4.00 (22)
with what you do during your free time?	3.74 (1897)	3.81 (21)	3.79 (1359)	3.81 (21)
<i>How safe do you feel . . .</i>				
in your home?	4.26 (1897)	4.50 (22)	4.29 (1367)	4.50 (22)
in your neighborhood?	4.08 (1894)	4.41 (22)	4.12 (1362)	4.41 (22)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.				

### Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers served by this agency were most satisfied with how safe they feel in their home (mean of 4.50) and least satisfied with the amount of choices they have in their lives (mean of 3.68).

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## Consumer Satisfaction - 2000

### Alcohol and Drug Abuse Services

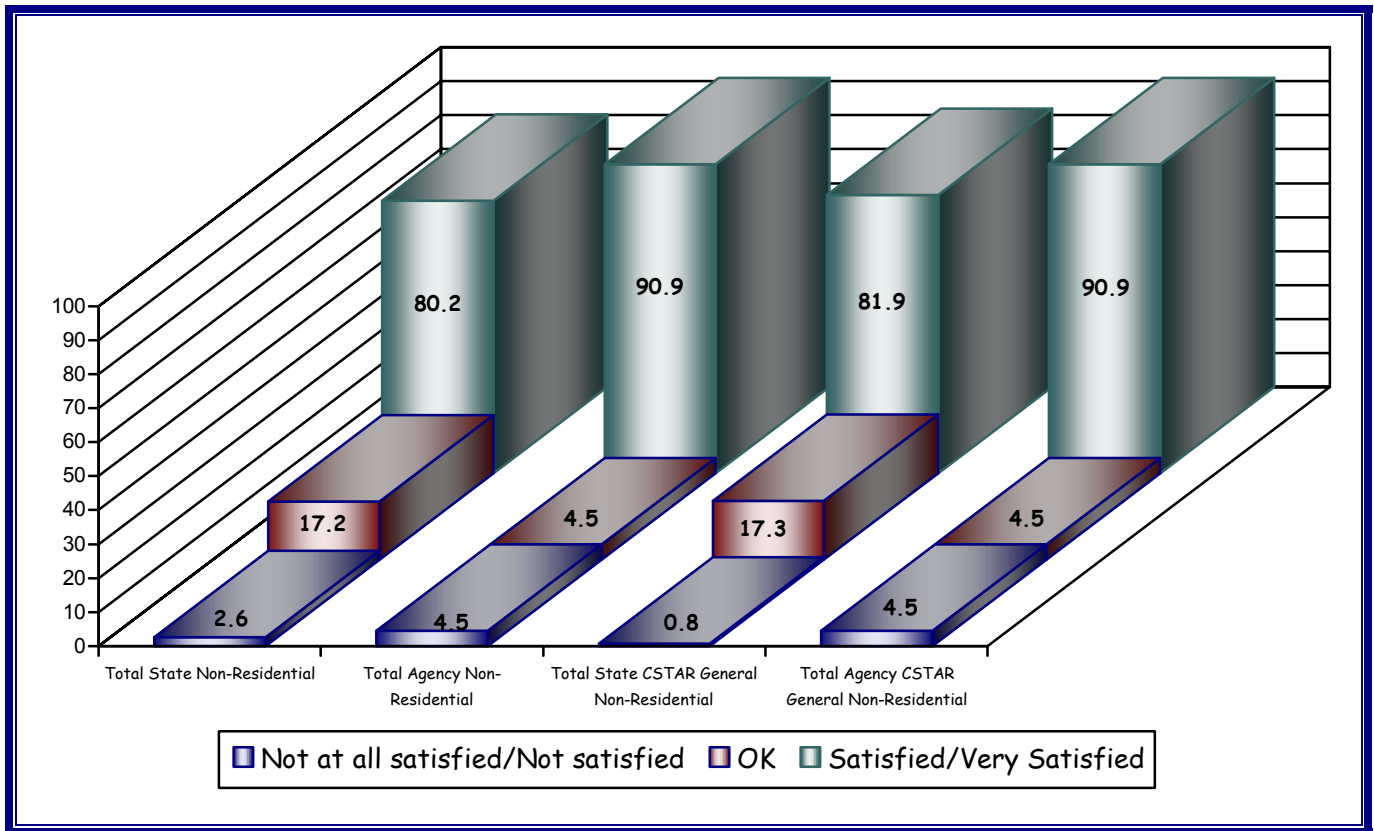
**Agency:** Pathways Community Behavioral Healthcare, Inc.

**Data:** Total Macon Non-Residential

## Demographics: Macon Non-Residential

		Agency Survey Returns	
		Total Consumers Non-Residential	CSTAR General Consumers
SEX	Male	54.5%	54.5%
	Female	45.5%	45.5%
RACE	White	95.5%	95.5%
	Black	4.5%	4.5%
	Hispanic	0%	0%
	Native American	0%	0%
	Pacific Islander	0%	0%
	Other	0%	0%
MEAN AGE		31.09	31.09
	0-17	4.5%	4.5%
	18-49	90.9%	90.9%
	50+	4.5%	4.5%

## Overall Satisfaction with Services: Macon Non-Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Non-Residential Program who rated it as "satisfied" or "very satisfied" was higher than the state average (90.9% for this agency versus 80.2% for the state).

## Satisfaction with Services: Macon Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR General Non-Residential Consumer	
	State	Agency	State	Agency
with the staff who serve you?	4.24 (1369)	4.59 (22)	4.34 (250)	4.59 (22)
with how much your staff know about how to get things done?	4.11 (1366)	4.45 (22)	4.24 (250)	4.45 (22)
with how staff keep things about you and your life confidential?	4.21 (1371)	4.55 (22)	4.24 (250)	4.55 (22)
that your treatment plan has what you want in it?	4.12 (1365)	4.27 (22)	4.22 (248)	4.27 (22)
that your treatment plan is being followed by those who assist you?	4.14 (1355)	4.27 (22)	4.24 (245)	4.27 (22)
that the agency staff respect your ethnic and cultural background?	4.29 (1346)	4.40 (20)	4.31 (239)	4.40 (20)
with the services that you receive?	4.23 (1369)	4.41 (22)	4.31 (249)	4.41 (22)
that services are provided in a timely manner?	4.08 (1373)	4.09 (22)	4.14 (251)	4.09 (22)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.				

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Non-Residential Program ranged from 4.09 to 4.55. The highest rated item was with the staff who served the consumer (mean of 4.59) and the lowest rated item was with services being provided in a timely manner (mean of 4.09).



## Satisfaction with Quality of Life: Macon Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR General Non-Residential Consumer	
	State	Agency	State	Agency
with how you spend your day?	3.74 (1360)	3.86 (21)	3.88 (251)	3.86 (21)
with where you live?	3.77 (1344)	3.76 (21)	3.80 (247)	3.76 (21)
with the amount of choices you have in your life?	3.62 (1373)	3.68 (22)	3.65 (251)	3.68 (22)
with the opportunities/ chances you have to make friends?	3.76 (1363)	3.82 (22)	3.80 (248)	3.82 (22)
with your general health care?	3.80 (1339)	4.00 (22)	3.85 (245)	4.00 (22)
with what you do during your free time?	3.79 (1359)	3.81 (21)	3.77 (250)	3.81 (21)
How safe do you feel . . .				
in your home?	4.29 (1367)	4.50 (22)	4.30 (249)	4.50 (22)
in your neighborhood?	4.12 (1362)	4.41 (22)	4.15 (249)	4.41 (22)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.				

### Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers served by this agency were most satisfied with how safe they feel in their home (mean of 4.50) and least satisfied with the amount of choices they have in their lives (mean of 3.68).

